



## Frequently Asked Questions

### GENERAL

#### What is Salesforce+?

Salesforce+ is the all-new streaming service that gives you a front-row seat to Dreamforce, our flagship event of the year, and unlimited access to Salesforce original series. Catch all the luminary speakers, customer success stories, and groundbreaking innovation from anywhere. Membership is free, easy, and available to everyone.

#### Can I access Salesforce+ on streaming devices?

You can access Salesforce+ from anywhere at [salesforce.com/plus](https://salesforce.com/plus). No apps or streaming devices needed.

### MEMBERSHIP

#### How do I sign up for Salesforce+?

Signing up for Salesforce+ is free and easy. To sign up, head over to [salesforce.com/plus/dreamforce](https://salesforce.com/plus/dreamforce) and click “Sign Up to Watch Live.” From there you’ll be prompted to sign up or log in to your Trailblazer.me profile. Once you’ve completed that, you’ll fill out a few additional details so we can personalize your experience, and then you’re on your way to unlimited access to all of the content on Salesforce+.

If you have any issues, please contact the Salesforce+ Help Desk (Monday–Friday: 6:00 a.m.–6:00 p.m. PT):

U.S./Canada: +1-866-855-3818

International: +1-650-416-8832

Email: [salesforceplushelp@salesforce.com](mailto:salesforceplushelp@salesforce.com)

#### What is Trailblazer ID?

Your Trailblazer ID (TBID) gives you access to a unified profile across the Salesforce ecosystem tailored for you as an individual. Also known as Trailblazer.me, with your Trailblazer ID you can manage your settings and access multiple Salesforce-related sites with one login. To sign up for

Salesforce+, every individual must use or create a Trailblazer ID.

### I am having issues signing up. Can you please help?

If you have any issues, please contact the Salesforce+ Help Desk (Monday–Friday: 6:00 a.m.–6:00 p.m. PT):

U.S./Canada: +1-866-855-3818

International: +1-650-416-8832

Email: [salesforceplushelp@salesforce.com](mailto:salesforceplushelp@salesforce.com)

#### SALESFORCE ORIGINALS

### What are Salesforce Originals?

Salesforce Originals are episodic programs produced in-house by Salesforce Studios.

The current lineup consists of:

- Leading Through Change, on how leaders in business and other fields are adapting to the changes caused by COVID
- The Inflection Point, featuring interviews hosted by Monica Langley that reveal a different side of some of today's leading CEOs
- Boss Talks, a mentorship and career advice series hosted by Ebony Beckwith
- Connections, a marketing series hosted by Sarah Franklin that goes on location to learn how marketers are reinventing long-standing tactics
- Simply Put, a short-form series that shows how businesses are solving complex industrywide problems and explains these solutions in jargon-free, easy-to-understand language

### What new Salesforce Originals are coming later this year?

Salesforce Studios has multiple new series already in production for launch later this year. In November, we'll have a new series for sales leaders that outlines what they should focus on to drive growth. In December, we'll have a docu-style series called Trailblazer that showcases how five people from underrepresented groups in tech tapped into the power of the Trailblazer community to change the trajectory of their lives. And in early 2022, we'll have a new series for service leaders.

### How do I pitch a Salesforce Original?

Please see the pitch form here. The Salesforce Studios team is happy to discuss how to partner on new ideas or series for Salesforce+.

### What is Salesforce Studios?

Salesforce Studios is our in-house production team responsible for original series such as Leading Through Change, Boss Talks, Connections, The Inflection Point, and Simply Put, as well as podcasts like Blazing Trails. Launched in 2020, Salesforce Studios is a content team with varied backgrounds in media and marketing, and its original series have racked up hundreds of millions of views. Leading

Through Change, one of Salesforce Studios' flagship series, won Best Program at the 2021 Content Marketing Awards.

#### DREAMFORCE

### What is Dreamforce?

Dreamforce is a global family reunion for all of our stakeholders – our community, our customers, our partners, and our employees – where we share innovation, customer success stories, and thought leadership. Dreamforce is streaming live on the all-new Salesforce+, where we enable millions of Trailblazers around the world to safely gather together to get inspired and get connected with each other. Join us for three days of learning, having fun, and giving back.

### When and where will Dreamforce take place?

Dreamforce will stream live September 21–23, 2021, exclusively on the new Salesforce+ for free to everyone from anywhere.

### How do I watch Dreamforce?

You can experience Dreamforce streaming live on Salesforce+, where our best original programming and broadcast experiences are available for free.

Instructions for joining the event if you've already signed up for Salesforce+:

- We recommend you log in a few minutes before the event begins
- To join, head to Dreamforce on Salesforce+, hover over “Login,” and click “Trailblazer.me”
- Log in to the Trailblazer.me profile you created at sign-up, and from there you will be able to watch on-demand content or the broadcast if it's live

### Will the content be available on demand after the event?

Yes. Content will be available on Salesforce+ the morning Dreamforce starts, as well as during and after Dreamforce for your viewing pleasure.

#### ACCESSIBILITY

### What accessibility accommodations are available for the broadcast?

During the live broadcast, English captions will be available across all channels via a button in the lower-right corner. There will be American Sign Language (ASL) on the Primetime channel throughout the AMER broadcast.

### How do I turn on/off closed captioning?

Click on the gear icon in the player controls and select “Live Captions” under Captions. When enabled, English captions will appear inside the video player. This can be used to toggle the English

captions on or off. If you're still experiencing an issue, please try refreshing your browser window.

#### LIVESTREAM TECHNICAL FAQ

### **I have logged in and registered but I am receiving the following error message: "The Video Player was not able to find valid authentication information. Please contact technical support."**

This message is received because the session cookie for the video authentication is blocked while using Chrome. There are two features in Chrome that could block cookies.

Feature one: We recommend the following steps in Chrome to allow third-party cookies: (1) Go to Settings > Privacy and security. (2) Click on "Cookies and other site data." (3) Ensure "Block third-party cookies" is NOT selected. (4) Once the setting is changed, then either close the browser or clear the browser cache and try to load the video again.

Feature two: We recommend the following steps in Chrome for SameSite setting: (1) Go to chrome://flags/. (2) Search for "Cookies." (3) Ensure "SameSite by default cookies" is set to "disabled."

### **What should I do if I don't have any audio?**

First, check that your computer has the sound turned on and the volume up by going to your computer's audio settings and pressing the test sounds, or navigating to another video on the web and making sure you can hear audio through your computer speakers or headphones.

If you hear audio on other videos on the web and not on the live video stream, check that the volume in the player is turned up.

### **How do I turn on/off closed captioning?**

Click on the gear icon in the player controls and select "English" under Captions. When enabled, captions will appear inside the video player. This can be used to toggle the captions on or off. If you're still experiencing an issue, please try refreshing your browser window.

### **I don't have a video. What should I do?**

Try watching at a lower quality by hovering over the player and clicking on the text that says Best, 720, 480, 360, or 240. Start with the lowest bit rate and work your way up so the stream plays back smoothly.

We recommend viewing on an up-to-date version of Firefox or Chrome. If you're still experiencing issues, please refer to this article to troubleshoot:

[support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps)

### **I can only see the "coming soon" slide. Should the slide be advancing?**

Check your internet connection by running a speed test ([speedtest.net](https://www.speedtest.net)) to determine your download speed. To view a 720/HD stream, you will need download speeds at around 1.5–2 mbps. You can

also try watching at a lower quality. If you continue experiencing issues, please refer to this article to troubleshoot: [support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps)

### **I'm getting an IBM error. What should I do?**

We are monitoring the stream health on the back end, and everything is looking great. Please read the problems and solutions in this article to troubleshoot: [support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps).

If you continue to experience problems viewing a particular stream, send a log to our support team to help us troubleshoot and potentially find the root cause of the issue: [support.video.ibm.com/hc/en-us/articles/207852557-How-to-send-a-player-log-to-IBM-Watson-Media-Support](https://support.video.ibm.com/hc/en-us/articles/207852557-How-to-send-a-player-log-to-IBM-Watson-Media-Support).

### **What if I can only see the Q&A window?**

It is possible that a firewall or content filter is blocking the content, which could lead to you seeing a black screen instead of the live video stream. Please refer to this article to troubleshoot: [support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps).

### **What are our options if we are running into additional firewall issues?**

Dreamforce content, both live and on demand, will be available on Salesforce+, which will be hosted on salesforce.com (as opposed to being a subdomain like trailhead.salesforce.com). So if your customers are able to access salesforce.com, they should be able to access Dreamforce content. If there are any issues, we'd recommend trying off/on vpn or off/on incognito.

## **WATCH DREAMFORCE AND ENJOY 12 MONTHS OF DISNEY+ ON US!**

### **What is Disney+?**

Disney+ is the streaming home for entertainment from Disney, Pixar, Marvel, Star Wars, National Geographic, and more. A Disney+ subscription brings you the best stories in the world, all in one place.

### **What is the "Get 12 months of Disney+ on Salesforce" offer?**

Log in to Salesforce+ with your Trailblazer ID, watch a live or on-demand Dreamforce session by 3:00 p.m. PT on September 23, and be eligible to receive 12 months of Disney+ on Salesforce.

### **Who is eligible for this offer?**

Those 18 and older in the United States and Canada who (1) sign up for Dreamforce, (2) log in to Salesforce+ with their TrailblazerID, and (3) watch any Dreamforce 2021 session between 9:00 a.m. PT on September 21 and 3:00 p.m. PT on September 23. Current subscribers to Disney+ are ineligible, as are employees or officials of any government.

### **What is required to receive this offer?**

Eligible Dreamforce attendees will need to:

1. Register for Dreamforce
2. View a Dreamforce 2021 session on Salesforce+ while logged in to their TrailblazerID between

- 9:00 a.m. PT on September 21 and 3:00 p.m. PT on September 23.
3. Receive a follow-up email with a link to claim their Disney+ offer.
  4. Complete a registration form, and accept the terms and conditions.
  5. Redeem their Disney+ code, create a Disney+ account, and agree to the Disney+ Subscriber Agreement. Registration codes will be emailed on or about October 5, 2021.
  6. Code must be redeemed by October 31, 2021, at 11:59 p.m. PT.

### **What about Dreamforce attendees who already have Disney+?**

This offer is available only for those who do not currently have a Disney+ subscription.

### **What happens after the 12 months of Disney+ on us?**

After 12 months, your Disney+ subscription will automatically renew on a monthly basis, and you will be charged the then-current monthly retail price for Disney+ until canceled. Disney+ can be canceled at any time by going to [disneyplus.com/account](https://disneyplus.com/account). Cancellation will be effective at the end of your promotional period or billing period. No refunds or credits for partial months or years are available.

### **Can I share my Disney+ offer with my family and friends?**

This offer is nontransferable and may not be sold or shared. Code is not valid and may not be honored if obtained from a third party.

### **I never received my Disney+ code. Where can I go for help?**

Please contact the Salesforce+ Help Desk (Monday–Friday: 6:00 a.m.–6:00 p.m. PT):

U.S./Canada: +1-866-855-3818

International: +1-650-416-8832

Email: [salesforceplushelp@salesforce.com](mailto:salesforceplushelp@salesforce.com)

### **What if I watch a session after September 23 at 3:00 p.m. PT?**

Unfortunately, you are not eligible for this offer. It is available for those who watch live or recorded content during Dreamforce.

### **What if I watch the keynote livestream on Twitter?**

This offer is only available to those who watch on Salesforce+.

### **What if I attended in person?**

Eligible in-person attendees who view a Dreamforce 2021 session on Salesforce+ as set out in the eligibility and participation requirements above can participate in this offer.